

Program F: Regional Service Center Program**OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003. Specific information on program funding is presented in the financial section.

FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 19D - Department of Education

AGENCY ID: 19D-678 State Activities

PROGRAM ID: Program F: Regional Service Center

1. (KEY) To experience 100% participation by school district with Corrective Action I (CAI) and Corrective Action II (CAII) schools in uniform professional development/technical assistance activities provided by the Regional Education Service Centers (RESCs).

Strategic Link 678F1.1: The Office of the Regional Service centers through the Regional Service Centers activity will experience a customer satisfaction rating of 90% by the program participants in their evaluations of Regional Education Service Center training and support activities.

Louisiana: Vision 2020 Link: Agency states that there is no link to Vision 2020.

Children's Cabinet Link: The DOE budget and the Children's Cabinet budget are essentially identical. Where there are funds, programs and activities in the plan, there are corresponding funds, programs and activities in the Children's Cabinet budget.

Other Link(s): Not applicable

Explanatory Note: After a joint meeting of staff from the Department of Education, the House Appropriation Committee, State Budgets and the Legislative Fiscal Office regarding the RESC Performance Indicators, the decision was made to revise the indicators for the RESCs to more accurately reflect the activities provided by the RESCs that support the State Accountability efforts. The indicators listed below are NEW indicators established for FY 02-03. Although 100% appears to be a very high performance standard, it is imperative that all districts with CAI and CAII schools participate in the regional activities in order to assist schools in achieving their growth targets. Identifying and evaluating the reasons for those districts not participating will be an important component of redirecting RESC activities in the future.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of school districts with CAI/CAII schools participating in RESC Accountability professional devel./tech. Assistance activities	NA	NA	NA	NA	100%	100%
K	Number of school districts with CAI/CAII schools	NA	NA	NA	NA	49 ¹	49
S	Number of school districts with CAI/CAII schools participating in RESC uniform Accountability training/technical assistance	NA	NA	NA	NA	49 ¹	45
S	Number of school districts with CAI/CAII schools participating in uniform School Improvement Planning or School Improvement Plan Analysis activities	NA	NA	NA	NA	49 ¹	45
S	Number of school districts with CAI/CAII schools participating in uniform PRAXIS training for teachers who are not certified	NA	NA	NA	NA	49 ¹	45
S	Number of RESC Professional devel./tech. assistance activities provided to all districts	3,061	3,907	4,138	4,138	3,907 ²	3,653

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- ¹ New School Performance Scores for schools are scheduled for release during the week of November 5, 2001. These scores will be used to identify the schools in CAI/CAII. Once these CAI/CAII schools are identified, the number of school districts to be used in the Yearend Performance Standard for each indicator can be provided.
- ² The revised performance standard reflects the actual performance achieved for FY 2001-2002. Due to fluctuations in RESC staffing patterns, this number reflects a more appropriate expectation for the FY 02-03 performance standard.

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 AGENCY ID: 19D-678 State Activities
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2. (KEY) To experience an 88% rating of satisfaction by the participants in the evaluations of professional development/technical assistance activities provided by the Regional Service Centers.

Strategic Link 678F1.1: The Office of Regional Service Centers through the Regional Service Centers activity will experience a customer satisfaction rating of 90% by the program participants in their evaluations of Regional Education Service Center training and support activities.

Louisiana: Vision 2020 Link: Agency states that there is no link to Vision 2020.

Children's Cabinet Link: The DOE budget and the Children's Cabinet budget are essentially identical. Where there are funds, programs and activities in the plan, there are corresponding funds, programs and activities in the Children's Cabinet budget.

Other Link(s): Not applicable

Explanatory Note: Executive order 97-39 requires all state agencies that serve the public directly to identify all of the services provided by the state agency; identify all the customers who are and should be served, determine the service expectations of those customers, determine the present level of satisfaction those customers have with the services of the state agency; compare the agency's present customer service performance to the level of customer service presently being delivered to customers by other governmental and nongovernmental entities; disseminate customer service information to the public and make available a user-friendly customer service improvement system; and develop an internal structure that effectively addresses customer complaints and prevents future customer complaints and dissatisfaction. This objective is in the spirit of Executive Order 97-39.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of RESC external performance assessments indicating a satisfactory or above rating	90%	90%	90%	90%	90%	88%